THE MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

DOLIR REVIEW

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Fourth Quarter 2001 Service Awards: Employees Honored For Service to the Department

By Joann Lindemann, Office of Public Affairs

Thirty-seven department employees were honored with Service Awards for their dedication and service to the citizens of Missouri. Service awards for the fourth quarter of 2001 were presented during a ceremony January 24 at the Dunklin Street facility in Jefferson City.

Employees with 5 years of service include (from left), Nasreen Esmail, Kathy Rothove and Mary Lou Rehagen.

Lisa Fincher (left) and Paula Hinshaw were present at the ceremony and honored for 10 years of service to the Department.

Service Awards are presented to employees who have accumulated tenure with the Department in five-year increments, beginning with five years of service.

A complete list of Service Award recipients can be found on page 2.

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Employee Profile

Barry Beach

Title:
Computer Information Technologist III
Division:
Administration
Section:
Information Systems – PC Applications/ Web Development
Location:
Jefferson City, MO

Q *What do you consider the most important thing your program/division does for Missouri citizens?*

A As our mission statement reads, Information Systems strives to "always provide service and support beyond customer expectations." In this computer age, there is always a need for newer, faster, more efficient computer applications. IS-Applications/Web Development is always striving to provide Missourians with better ways to communicate and do business with the state of Missouri.

Q *How does what you personally do in your job help or affect Missouri citizens?*

A I design and maintain Internet web pages and web applications for use on DOLIR's public and internal websites, as well as PC applications for use by DOLIR employees that will enable them to provide better services to Missouri citizens.

Q *What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?*

A A. I feel the most proud when I hear someone compliment my work. When you work in a cutting edge field like the World Wide Web, you always have to be aware that your work can be seen by anyone with Internet access. When someone tells me that they like my work, I take pride in knowing that I have made another small contribution to the success of DOLIR's Internet presence.

Fourth Quarter 2001 Service Award Honorees

5 Years

Nasreen Esmail
Mary Lou Rehagen
Kathy Rothove

10 Years

Lynn Blankenship
Jeanne Ertmann
Lisa Fincher
Hannelore Fischer
Roger Harris
Paula Hinshaw
Stephan Ladd
Alma McMullin
Leah McWilliams
Angelean Mobley
Marianne Moore
Deloris Pedigo
Paul Rogers
Susan Schuster

15 Years

Donna Bowling
William Cooksey, Jr.
Linda Kirby
Jack Knowlan
Randall Plaggenburg
Carol Rice

20 Years

Linda Tichelkamp
Carol Uding

25 Years

Maria Alvarez
Judy Holzem
Douglas Mooney
Paulette Smith

30 Years

Donald Brohammer
Mary Brondel
Ernest Dorson
Carolyn Fluegel
Chester Kearbey
Deletha Weber

40 Years

Jon Collins
Betty Siebeneck

Workers' Comp Employee to Appear on Local Television Show

Richard Stickann, special projects coordinator with the Division of Workers' Compensation, will appear on KOMU-TV's "Pepper & Friends" program on Friday, March 8 to talk about the novel he wrote and recently published, called "Glory Be To the Father, the Son.... " He will also do book signings at Tiger Tales Book Store in Columbia on March 9 from 2 p.m. to 4 p.m. and at Waldenbooks in Jefferson City on March 16 from 1 p.m. to 3 p.m.

Two New Commissioners Appointed to MCHR

By Donna Cavitte, Missouri Commission on Human Rights

The Governor recently appointed two new Commissioners to the Commission on Human Rights. William B. Jenkins was appointed to fill a vacancy in the second Congressional District and Dr. Robert C. Scott replaced Geraldine Johnson in the first Congressional District. Both Commissioners will have to be confirmed by the Senate during this legislative session and if confirmed, will serve a six year term. With the appointment of Jenkins and Scott, the Commission has a full complement of 11 Commissioners for the first time in several years.

Dr. Scott is a native of Monticello, Mississippi and a resident of St. Louis where he is the pastor of the historic Central Baptist Church. Preaching his first sermon at age 11, Dr. Scott was ordained at the age of 18. He is a 1991 graduate of Jackson State University where he earned a bachelor of arts in political science/pre-law. In 1994, he graduated from Duke University with a master of divinity. As the youngest doctoral candidate in his group, Dr. Scott received his doctoral degree from United Theological Seminary in 1997.

Director's Message

Improvement Through Teamwork

Congratulations to the Procurement Improvement Team for receiving the 2001 Department Team Award.

This group took a good hard look at one of our essential processes and worked with the employees involved in the job every day to develop a more efficient and effective system for providing the Department's many sections with the office supplies they need.

The Procurement Improvement Team's work is a perfect example of the kind of teamwork and proactive, innovative thinking expected of all of us in state government by the citizens of this state and by our governor.

I see more and more of this kind of thinking in the Department lately, and I am very proud. We should expect this kind of thinking from ourselves. We will all benefit from improving processes, reducing waste and just plain working smarter.

Catherine Hanaway

William B. Jenkins, appointed to the Missouri Commission on Human Rights in the second Congressional District.

Mr. Jenkins was born in St. Louis and resides in Kirkwood. He received a bachelor of science in business administration from the University of Kansas in 1982, where he minored in economics. Currently a partner in SPI Software Company and in the Hexa Corporation (a commercial real estate entity), Jenkins also works as a territory manager with Boston Scientific Corporation. He has been a Log Cabin Republican member since 1996 and a board member of 94th Kirkwood Justice since 1998.

MCHR Commissioners set policy and procedures for the agency and make determinations on discrimination cases that reach the public hearing stage of the Commission's process. They serve without compensation.

New Computer Software System Cause for Celebration in Crime Victims' Unit

By Susan Suddath, Crime Victims' Compensation Unit

Susan Suddath, Crime Victims Compensation Program manager, talks about their new software system at the recent celebration.

The Missouri Crime Victims' Compensation (CVC) Unit and the Information Systems (IS) team recently celebrated the implementation of a new computer software system created specifically for the Crime Victims' Compensation Unit. This gathering marked 18 months of meetings with Information Systems' staff and extensive system testing by members of the Crime Victims' Compensation Unit. The entire program staff provided input for the development of this system, which officially went online October 31, 2001. However, as with any project of this magnitude, both Information Systems and Crime Victims' staff encountered alterations that needed to be made. As one staffer put it, this system is an ever-evolving being.

The new software system is Microsoft Windows based, which gives users access to more detailed information regarding the claim to be accessed on the computer. Staff can view information about the crime victim, the application process, compensation payments, reports and other reference materials on the computer.

When working on a specific claim, staff can access the case by the claim number, the victim's social security number or by name. Once the claim has been pulled they can view screens of information regarding activity on the case, services and expenses, law enforcement, case resolution, correspondence related to the case, alleged offenders, case employers and more.

Under the direction of Crime Victims' Compensation Program Manager Susan Sudduth, Sandy Wright's vision of a new computer system is now a reality. Wright, Division of Workers' Compensation injury section chief, was the Unit's program manager when brainstorming meetings began for the project.

The Crime Victims' Compensation team is comprised of Susan Sudduth, Tracey Allan, Albert Chalmers, Barbara Cochran, Earlene Ligons, Tammy Maasen, Carol Mullings, Kathy Neal and Lucille (Jo Ann) Schutte.

Among those who joined in the celebration were Department Director Catherine Leapheart, Deputy Department Director Tom Pfeiffer, Workers' Compensation Division Director Lawrence Leip, and Deputy Workers' Compensation Division Director Gary Estenson, as well as Jearl Reagan, Stuart Huddleston, Lauri Luebbering and Kathy Rothove, of Information Systems.

Quote of the Month

You have a choice.
You can select joy over despair.
You can select happiness over tears.
You can select action over apathy.
You can select growth over stagnation.
You can select you.
And you can select life.
And it's time that people tell you you're not at the mercy of forces greater than yourself.
You are, indeed, the greatest force for you.

– Educator and writer Leo Buscaglia (1924-1998)

What is the Crime Victims' Compensation Unit?

The Crime Victims' Compensation Unit is a part of the Missouri Division of Workers' Compensation. The Crime Victims' Compensation Fund was established by state law in 1981 to compensate innocent victims of crime who are physically injured or die as a result of a violent crime. The Crime Victims' Compensation Unit is responsible for administering this fund. Victims or their surviving family members may apply for assistance with expenses incurred as a direct result of the crime. Compensation includes medical costs, wage loss, psychological counseling, funeral expenses and support for dependent survivors in situations where the victim has no other source of reimbursement.

Emily Spears, 10 months. Daughter of Cheryl Spears of Research and Analysis and Alan Spears of Information Systems.

Neet's News . . .

Pettis County Local Resource Team Spotlight: Jerry Tresenriter

Jerry Tresenriter, wage and hour investigator with Division of Labor Standards, has served on the Pettis County Caring Communities Local Resource Team (LRT) in Sedalia, MO, since August 1999.

Tresenriter believes Caring Communities works because they work as a united group of people, in a true partnership with the community trying to help others. He says, "The real praise for an all out effort goes to the Pettis County Community Partnership and all the staff it encompasses. I am impressed with their efforts and tireless work."

Caring Communities has given Jerry the opportunity to meet interesting state employees from seven other state departments who are a part of the same Local Resource Team. LRT members serve as "ambassadors" for the departments they represent. The local resource team concept was developed to impact and contribute to the community's ability to maximize resources and efforts to achieve results for children and families.

Cheri Heeren, executive director of the Pettis County Community Partnership, says, "Jerry has been such a dependable and supportive LRT liaison for Pettis County. We can count on him to be here for meetings and to be ready with answers when we need them. It is a joy to have him as part of our Caring Communities team!"

The Department of Labor and Industrial Relations now has 18 staff members that serve on Local Resource Teams, including representatives from the Division of Employment Security, Commission on Human Rights, Division of Labor Standards and Division of Workers' Compensation.

Dunn's Safety Tips – Don't Slip Up This Winter

Don't be in a hurry!
Observe the path ahead to identify possible slipping and tripping hazards.
Never take a short cut across icy ground.
Try to park in non-icy areas or have the ice on the passenger side of your vehicle.

Shower your path with as much light as possible.
Limit the load you carry across icy or slippery areas.
Inspect ladders for slipping hazards.
Provide a means of removing snow or ice from your shoes.

Use handrails when going up and down stairs.
Pay attention to your step.

Steve Dunn is the Department's Safety Coordinator. He is also Director of the Mine and Cave Safety and Health Consultation Program for the Division of Labor Standards.

Procurement Improvement Team Receives 2001 Team Award

By Tammy Cavender, Strategic Planner

Ever find yourself frustrated that you can't get the office products you ordered? Ever wait more than a month for supplies? Ever wonder why the entire nation can order from QVC and have it delivered faster than you can get your hands on a fan?

Speed, accuracy and the need for tracking orders were some of the challenges the procurement team faced when they started reviewing the procurement process. When the team began, the procurement process involved 18 steps, 13 handoffs, four different work areas and six different people. A typical order took 33 hours, 32 minutes and 49 seconds to process – if everything went perfect.

The team talked to its customers, reviewed the process, conducted research and obtained data to make eight recommendations for change. The team eliminated eight steps, nine handoffs, three work areas and four people from the procurement process. A typical order will now take 51 minutes and 48 seconds to process. A 97 percent improvement!!

In addition, products will be ordered in two days or less.

The key recommendations from the team were:

1. Eliminating the need for financial management to code the MODOL-25;
2. Raising the approval amount for orderers from $250 to $1,000;
3. Reducing the number of signatures required on a MODOL-25; and
4. Requiring all Schrieffer's Equipment orders to be placed on-line.

The recommendations reduced the number of handoffs and work areas involved in the process; thus improving processing time. It also eliminated 37 percent of the 2,500 orders processed by the procurement unit in a year.

Recipients of this award are: Ken Adams, Juanita Barton, Tammy Cavender, Terry Old, Lynne Thompson, Kathy Wehmeyer and Randy Wilkerson.

The Individual/Team/Division Award recognizes an individual, team or division for improving a current system or creating a new innovative process to increase productivity and provide better customer service. For more information regarding this award, please refer to the DOLIR Administration Manual, B05-19150, found on the Intranet at http://services.dolir.state.mo.us.

DOLIR Cultural Diversity Program

By Tracy Ezell, Human Relations

Since its kickoff back in August 2001, the Department's Cultural Diversity Program has sponsored several monthly activities, ranging from the Hispanic Heritage Month Salsa contest to Free Diabetes Screenings for employees.

The response from DOLIR employees at times has been uplifting and we plan to continue to bring you new and insightful programs in 2002. You can look forward to several activities, which will be scheduled beginning in February, and will conclude in June 2002.

Some of the activities you may look forward to are Black History Month, Women's History Month and Child Abuse Prevention Month, as well as Asian/Pacific American Month and Older American Month.

DOLIR is very fortunate to have a collaborative partnership with the Missouri Department of Health and Senior Services – Bureau of Chronic Disease Control, along with various other organizations and agencies throughout the state. This partnership allows us to present programs on health-related topics.

The health awareness activities, which have been incorporated into our cultural diversity program, are an additional highlight. Concerns such as arthritis, cholesterol, diabetes, high blood pressure, nutrition, osteoporosis and stroke are just a few of the health issues that the program will focus on. The Bureau of Chronic Disease Control will bring screenings and information, as well as mini presentations, to us.

Don't miss out! All cultural diversity activities are open to all DOLIR employees. Everyone is encouraged to attend.

If you are interested in participating or would just like to share your ideas for the program, please contact Tracy Ezell, human relations officer at (573) 751-3928 or Tammy Cavender, strategic planning coordinator at (573) 522-2546.

March is Women's History Month

In March the Cultural Diversity Program will feature some of the most interesting and insightful women of DOLIR. The program committee would like to recognize the "Women of DOLIR." This department is very fortunate to have women among us who have made some creative strives in their lives and we would like for them to share their accomplishments with us.

If you would like to nominate yourself or a co-worker for this special recognition during Women's History Month, please submit your name or the name of a person whom you feel should be highlighted, along with a brief biography to include:

- Position/Title
- Work location
- Number of years with state government
- Brief biographical history
- Outside interests: i.e. hobbies, family, achievements, etc.
- Affiliations: Special groups, organization or clubs
- Goals/plans for the future

We will display each selected woman's photo and bio on our display boards in the Employment Security building and the DOLIR building in Jefferson City. If your submission comes from an out-state office, your information will also be displayed in these central offices in Jefferson City.

If you have questions regarding the nomination, please contact Tracy Ezell, DOLIR Human Relations Officer at (573) 751-3928.

LIFESTYLES

Retirees from January 2001

Division of Employment Security

Edna Holt, Clerk III, Benefits

Carol Mooney, Claims Technician II, St. Louis Regional Claims Center

Douglas Mooney, Claims Supervisor II, St. Louis Regional Claims Center

New Employees from January 2001

Division of Workers' Compensation

Greg Canuteson, Administrative Law Judge

Division of Employment Security

Mary Adams, Senior Office Support Assistant (Keyboarding), Employer Contributions

Penny Fraley, Claims Technician I, St. Louis Regional Claims Center

Joseph Hurst, Claims Technician I, St. Louis Regional Claims Center

Patricia Moore, Clerk Typist II, Employer Contributions

Russell Roth, Claims Technician I, St. Louis Regional Claims Center

Janice Sanders, Claims Technician I, St. Louis Regional Claims Center

UI Appeals

Amanda Brandt, Clerk Typist II

Sara Montgomery, Clerk Typist II

Promotions from January 2001

Administration

Carrie Schwartze, Computer Information Technologist III, Information Systems

Brian Snellen, Computer Information Technologist III, Information Systems

Theresa Wilson, Computer Information Technologist III, Information Systems

Division of Employment Security

Stacey Eickhorst, Contributions Technician II, Employer Contributions

Jeffrey Forrester, Contributions Technician II, Springfield Regional Claims Center

Sondra Gowin, Claims Technician II, Springfield Regional Claims Center

Robert Lambert, Claims Technician II, Springfield Regional Claims Center

Pamela Lewis, Contributions Technician II, Employer Contributions

Melody Lipe, Claims Technician II, Springfield Regional Claims Center

Shannon Mundt, Claims Technician II, Jefferson City Regional Claims Center

Connie Noble, Claims Technician II, Benefits

Mark Nunn, Claims Technician II, Springfield Regional Claims Center

Sharon Wyatt, Claims Technician II, Springfield Regional Claims Center

UI Appeals

Mary Vandegriffe, Executive II

Debbie Vaughan is December Employee of the Month

Debbie Vaughan, a Clerk IV in Administration's Research and Analysis Section in Jefferson City is the Department's December 2001 Employee of the Month.

Vaughan was selected for this honor because of her outstanding work supervising the daily operations of the Research and Analysis Section. She has made a great contribution to improving the customer service provided by the section and takes the extra initiative to assist customers, both inside and outside the Department. Her co-workers call her an "excellent team member and leader ... who ensures that work gets done correctly, on time and usually with better success than expected or required."

Reflections

Doug Mooney retired January 31, 2001 after more than 25 years of service to the Department. Mooney worked as a claims supervisor in the St. Louis Regional Claims Center of the Division of Employment Security.

"My 25-1/2 years have been filled with many memories, but I would have to say that one of my fondest memories would be when I was appointed local office manager of the Mexico Job Service Office in 1991. The staff at Mexico was the greatest and I counted it a privilege to be named their manager. I spent 6 1/2 years there," says Mooney. He adds, "One unusual memory is when I married a couple in the hearing room at the Kirksville local office. The gentleman's name was Jay Light and I believe that he is an auditor in Springfield. I cannot remember his wife's name. I was an ordained minister at that time with the Full Gospel Assemblies of America."

June Mooney retired January 31, 2001 after more than 11 years of service to the Department. Mooney worked as a claims technician in the St. Louis Regional Claims Center of the Division of Employment Security.

"My fondest memories are of the cook outs that we had in the St. Louis South Local Office. Some would bring grills and we would all chip in for the meat and bring a side dish. It was always fun," says June.

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